



Autumn 2011

Contents

News & Updates

Manufacturing

Version 7 Seminars

Busy Outdoors

OrderWise Support

Sage 2012

Meet The Team

Migration Update

Contact Us

OrderWise News & Updates



Accounts

If you are looking to upgrade your existing Sage package, or are looking to implement a new accounts package, you just need to contact your account manager. They will be able to advise you about the best Sage software to meet your business needs, whether that be just the software, software with Sage support or a full starter solution which provides you with everything you need to get going. As Sage partners, we can offer great discounts too.

You can email the Account Management Team at amt@orderwise.co.uk.



Keep In Touch!

We are always keen to keep our users up-to-date with news and developments, and to hear our users views on all things OrderWise. So why not get in touch? There are now more ways than ever to keep in touch with us.



Telephone



Email



Blog



Twitter



LinkedIn



Facebook



OrderWise Manufacturing

Currently in development, OrderWise Manufacturing is the Version 7 replacement for the Version 6 Works Order module. But with a whole host of new and improved features, Manufacturing is far more than just a replacement, it has been completely re-developed to meet the needs and requirements of our users.

What's new?

- A Bill of Materials now consists of components, by-products, processes and options.
- Top Level Products can now have multiple BOM revisions recorded against them, allowing for customisation and specific customer requirements.
- Components replace child products and can have substitutes recorded against them too, allowing for greater flexibility.

- Processes are a new introduction to Manufacturing allowing you to define how products are made and which resources are used, along with handling the associated costs. Processes can also be marked as sub-contracted, again with OrderWise handling the associated costs.
- It is now possible to list equipment used, allowing you to improve your cost analysis.
- A Bill of Materials can now have multiple documents and images attached to it.

Due for completion later this year, OrderWise Manufacturing is going to be a great addition to OrderWise Version 7.

Look out for further details in the next newsletter and updates on the OrderWise [Official blog](#).

Wise Software(UK) Ltd
Newton Court
Saxilby Enterprise Park
Skellingthorpe Road
Saxilby, Lincoln
LN1 2LR
www.orderwise.co.uk
01522 704083



News & Updates

Version 7 Seminars



As part of our ongoing Version 7 roll-out programme, we are hosting a series of seminars for our Version 6 users which have been specifically designed to give our Version 6 users an introduction to Version 7. The seminars give you a full overview of Version 7 and its many new features, as well as the all important parts of the system integral to your business. With staff on hand from various departments to answer your questions and offer advice, the seminars are the perfect place to start planning your migration to OrderWise Version 7.

Held at our Saxilby premises, the seminars also provide a great opportunity to take a tour of our great training facilities and offices, which we moved into last year.

We want to ensure our users get the most out of our seminars, so we are limiting invitations to each seminar based on users' OrderWise requirements and the development phase of Version 7, to ensure you see everything that is relevant to your needs.

The feedback we have had from seminar attendees so far has been really positive, with many of our guests not only being impressed with Version 7, but also enjoying the opportunity to meet staff.

Places on the next seminars are already fully booked, but don't worry, we'll be releasing the dates of future seminars in due course.

Support Top Tip!

Backup, backup, backup!

It is essential that everyone should have a regular OrderWise backup routine, and don't forget to backup your accounts package too!

As OrderWise and your accounts package are integrated, it's important to back them up at the same time, and should you ever need to restore your data, appropriate backups from the same point in time should be used.

Be prepared and review your backup procedures today!

Employee of the Month

Each month, a member of the OrderWise Team is awarded a prize for being the Employee of the Month in recognition of both outstanding customer service and going 'the extra mile' to help colleagues.

Since our last newsletter, our winners have been;

Danny Gray from our Support Team

Lauren Reck from our Reception Team

Tom Lindridge from our Reports Team.



Tom hard at work in the Reports office

Contents

News & Updates

Manufacturing

Version 7 Seminars

Busy Outdoors

OrderWise Support

Sage 2012

Meet The Team

Migration Update

Contact Us

Wise Software(UK) Ltd
Newton Court
Saxilby Enterprise Park
Skellingthorpe Road
Saxilby, Lincoln
LN1 2LR

www.orderwise.co.uk
01522 704083



Customer Profile

Busy Outdoors

Everything for the active outdoors...



Busy outdoors was originally founded in 2007 as an online information website and quickly became an ecommerce site. Selling a comprehensive range of camping, caravanning and marine accessories, they have around 1500 product lines from tents to marine radios.



In April 2011 Busy Outdoors moved to a purpose built 2500sq warehouse which includes a showroom, a move that has enabled them to serve local customers in Aberdeenshire as well as all of their online customers around the world!

They needed a system that could cope with integrating all aspects of the business, be that an order from the website or a customer buying in the showroom. As they have just 2 full-time staff and contract out their phone answering, logistics and IT, they required a system that would make the pick/pack despatch process as easy as possible by integrating with their courier.

Chris Cooper, Director at Busy Outdoors took time out of his very busy schedule to tell us how OrderWise has solved these issues.

OrderWise has helped by accurately downloading all their web orders and then seamlessly feeding these orders into the warehouse. It has meant that they have an accurate picture of their stock holding at all times.



You can view Busy Outdoors' full range at www.busyoutdoors.com

They plan to integrate a feed from OrderWise back into the website so that their online stock levels are also live.

"We love the auto import from the web, the invoicing module and courier integration, all of which has cut the administrative workload. The direct order purchasing feature is also a great addition for products that we send direct from the suppliers"

The feed into Sage accounts has made their finances more accurate and also less time consuming.

"The benefits have been an enormous time saving over our previous system combined with enhanced accuracy"

By utilising IT to its full capability they can keep our overheads and administrative burden low allowing them to focus on the most important part of their business, their customers.

"We pride ourselves in providing the best in customer service and satisfaction. Our third party feedback system reflects this with a rating of 99% satisfaction rating, something that we are very proud of."

Contents

News & Updates

Manufacturing

Version 7 Seminars

Busy Outdoors

OrderWise Support

Sage 2012

Meet The Team

Migration Update

Contact Us

Wise Software(UK) Ltd
Newton Court
Saxilby Enterprise Park
Skellingthorpe Road
Saxilby, Lincoln
LN1 2LR

www.orderwise.co.uk
01522 704083



Support News

Contacting Support

The OrderWise Support Team are here to help you, our customers, with all of your OrderWise related queries. We strive to provide the best support we can, and every member of the team has undergone an extensive three month training program before they become a fully fledged support technician.

We are continually reviewing the service we provide, and welcome all feedback, as this helps us to ensure we are delivering what our customers most want. Earlier this year, based on call volume and customer feedback, we extended our opening hours to provide support from 8.00am and this has proved to be a benefit to many of our users.

Over the years, we have also evolved the way our users log support calls, changing and refining the process based on experience and feedback from OrderWise customers. What we have found works best for the majority of our customers is the system we currently use, but that doesn't mean we're not always looking at how we can make it even better—we are always looking at how we can improve!

What Happens When You Log A Support Call ?

For your benefit, we operate a call logging queue. This means that when you call support you'll be asked for the nature of your query and any other relevant information. Your call will then be logged on our specialist support queuing system for a member of the team to contact you.

When you email or submit a query through our website, your email will be logged on the system in the same manner. All calls logged are automatically prioritised based on the information you have provided us,



which is why it is important to tell us briefly yet concisely what you need help with, and specifically the impact this is having on your operations.

Why Do We Operate A Queueing System ?

- We prioritise the most urgent calls first. It is important we help users with a problem that prevents them from using OrderWise at all as quickly as possible, before we aid a user who has a small question about how a feature works for example.
- Operating a queuing system allows us to constantly review the priority of each support request. The priority of a support request within the queue is based on several factors about the call itself such as the urgency of the issue and the age of the call.
- No one knows how long a support call will take to complete, we don't want to leave you on hold waiting until a support operative is available to take your call. This leaves you free to continue more productive work.

How To Log A Support Call

There are three easy ways to log a support call

- Call Us : 01522 704083
- Email Us: support@orderwise.co.uk
- On the Web: <http://goo.gl/Fx35A>

Contents

News & Updates

Manufacturing

Version 7 Seminars

Busy Outdoors

OrderWise Support

Sage 2012

Meet The Team

Migration Update

Contact Us

Wise Software(UK) Ltd
Newton Court
Saxilby Enterprise Park
Skellingthorpe Road
Saxilby, Lincoln
LN1 2LR

www.orderwise.co.uk
01522 704083



News & Updates



Sage 2012 & OrderWise

Earlier this year, Sage 50 Accounts 2012 was released and alongside this we released OrderWise compatible upgrades. Because of changes Sage make with each new release, our developers have to make changes to OrderWise to ensure OrderWise and Sage can continue to pass information to each other, which we then release as an upgrade.



Therefore, if you purchase or upgrade to Sage 50 Accounts 2012, you'll need to ensure your version of OrderWise is a compatible version before you try and link OrderWise to Sage. If your version is not compatible, and you have a current OrderWise Support and Upgrades contract, please contact our support team (support@orderwise.co.uk) and we will arrange for you receive an upgrade.

And don't forget, we can also provide you with Sage at very competitive prices. For more details, click [here](#).

OrderWise versions compatible with Sage 50 2012:

V6 OrderWise – v 6.152.21 and above

V7 OrderWise – All Versions

Finding your version number in OrderWise Version 7:

Click 'Help' in the top left of the OrderWise window.

And then click 'About'



The 'About' screen will then open, where you will be able to see your exact version, highlighted in this example by the orange box.

Finding your version number in OrderWise Version 6:

Click the 'v.' button

You can find this at the bottom left of most OrderWise Module screens.

The 'About' screen will then open, where you will be able to see your exact version, highlighted in this example by the orange box.



Don't have a Support & Upgrades Contract? Call our After Sales Account Management Team on 01522 704083 or email them at amt@orderwise.co.uk

- Contents
- News & Updates
- Manufacturing
- Version 7 Seminars
- Busy Outdoors
- OrderWise Support
- Sage 2012
- Meet The Team
- Migration Update
- Contact Us

Wise Software(UK) Ltd
 Newton Court
 Saxilby Enterprise Park
 Skellingthorpe Road
 Saxilby, Lincoln
 LN1 2LR

www.orderwise.co.uk
 01522 704083



Meet The OrderWise Team

Chris joined OrderWise in 2007 as part of our Support Team. This was a role which required him to think on his feet and provide solutions to customers needing help in order to get their systems back up and running again as quickly as possible, and required Chris to develop a thorough understanding of how OrderWise works. This stood Chris in good stead when an opportunity arose for him to join our Sales Team, where he has become a successful and integral part of the Sales Team.

As a Business Consultant here at OrderWise, Chris provides solutions to companies that are looking to improve their working processes and gain better control over their stock management, customers and order processing.

Chris' main responsibilities include dealing with any new enquires that are passed to him, arranging software demonstrations and managing enquiries right through to the completion of a sale. The demonstration of OrderWise could either be an online demonstration or involve Chris visiting the potential customer's premises. He is also on hand to answer any questions, give advice and information throughout the sales process.

When a customer places an order with Chris, he meets with our Migration Team to hand over the project and ensure that the Project Coordinator and Trainer are fully aware of how the company operates and how they intend to use OrderWise.

The first thing Chris does when he gets to work in the morning is deal with any emails and queries. When not out on visits, an



PROFILE

Name: **Chris Tuck**

Job: **Business Consultant**

Team: **Sales**

Joined us: **June 2007**

Likes: **Music, Playing Drums & Keeping Fit**

average day for Chris involves keeping up to date with any correspondence from prospective customers, liaising with different departments to help provide solutions where custom development or reports are required, preparing and tailoring demonstrations and conducting online demonstrations.

He says that the best part of his job is meeting new people, helping companies benefit from his advice and seeing them increase their revenue after implementing the OrderWise solution. The worst parts, Chris says are the long days out on the road and late nights.

Chris has always had a passion for IT and studied Business IT at school. When he left he worked for a company monitoring their IT infrastructure and maintaining their website. Chris then decided that he wanted to develop his skills further and so decided to undertake an HND in Computing and Business IT.

Outside of work Chris enjoys music and playing drums. In fact at our recent 'OrderFest' celebrations Chris was one of our more musically talented employees providing the entertainment! Chris also likes to keep fit and attends the gym four times a week.

Contents

News & Updates

Manufacturing

Version 7 Seminars

Busy Outdoors

OrderWise Support

Sage 2012

Meet The Team

Migration Update

Contact Us

Wise Software(UK) Ltd
 Newton Court
 Saxilby Enterprise Park
 Skellingthorpe Road
 Saxilby, Lincoln
 LN1 2LR
 www.orderwise.co.uk
 01522 704083



OrderWise News

OrderWise Migration

We recently welcomed Ali Lovegrove into our Migration Team as a Project Coordinator where Ali will look after new customers going through the migration process.



Working closely with our trainers, this includes arranging training, collating and building data, and generally helping ensure everything is in place for the all important 'Go-Live' day. Our coordinators are there for customers every step of their Migration.

Our coordinators also look after existing OrderWise users, **including the many companies that are migrating to Version 7** and have opted to have training or a data 'clean up' and rebuild to coincide with the move to version 7.

OrderWise Version 7 is a free upgrade to everyone with a valid Support and Upgrades contract, and so many of our users are investing in Version 7 training and the associated help given by our coordinators, to ensure they have a smooth transition.

In addition, it's the perfect time to train staff who may not have had OrderWise training originally, especially where the originally trained staff may have left. We also have customers taking this opportunity to have their data 'tidied' before being imported by our coordinators into Version 7 for them.

For more details on any of the services offered by our Migration Team, please contact our Account Management Team on 01522 704083 or click [here](#) to email them.

[Contents](#)
[News & Updates](#)
[Manufacturing](#)
[Version 7 Seminars](#)
[Busy Outdoors](#)
[OrderWise Support](#)
[Sage 2012](#)
[Meet The Team](#)
[Migration Update](#)
[Contact Us](#)

Contact Us

we can be reached by any of the following methods:

Reception

Opening Hours: 8.00am – 5.15pm Mon – Fri
01522 704 083

enquiries@orderwise.co.uk

Fax: 01522 704 084

Support

Opening hours: **8.00am—5.00pm** Mon – Fri
support@orderwise.co.uk

Sales

01522 706 075
sales@orderwise.co.uk

Accounts

01522 706 072

accounts@orderwise.co.uk

Reports & Layouts

01522 706 071

reports@orderwise.co.uk

After Sales Account Management Team

amt@orderwise.co.uk

Migration

migration@orderwise.co.uk

Wise Software(UK) Ltd
Newton Court
Saxilby Enterprise Park
Skellingthorpe Road
Saxilby, Lincoln
LN1 2LR

www.orderwise.co.uk
01522 704083

We always value any comments or suggestions from our customers, and welcome any comments. Please email your comments to newsletter@orderwise.co.uk

